



TERMS & CONDITIONS

CAROLINE'S LTD – CAROLINE'S TEA BUS

EQUIPMENT HIRE

IN THESE TERMS AND CONDITIONS THESE THE FOLLOWING WORDS AND PHRASES WILL HAVE THESE MEANINGS.

The 'COMPANY' is Caroline's Ltd.

The 'HIRER' is the firm/company/person or public authority (and their respective successors) named in the hire contract who hires the equipment from the company. Where two or more persons constitute the Hirer then all obligations entered into by such persons under the Hire Contract shall be joint and several and all words importing the singular shall include the plural.

The 'EQUIPMENT' is the equipment specified or referred to in the hire contract.

The 'HIRE PERIOD' the period set out in the hire contract or any other agreed period or agreed extension thereof.

The 'HIRE CHARGES' means the total amount due to the company including charges in respect of delivery, collection/use of the equipment and the deposit.

The 'HIRE CONTRACT' means the information detailed on the said document and these terms and conditions.

BOOKINGS

- The Hire Contract and booking confirmation is only for the time and date stated on booking confirmation.
- The Company requires a 50% down payment of the total invoice cost at the time of booking to ensure the reservation and to secure the event date. This is non-refundable.
- Booking is not confirmed until deposit is paid to the Company and received.
- 14 days prior to the booking, the Hirer is required to pay the full payment.
- If you book within 14 days of your event, the Company will require full payment at the time of booking.
- The Company reserve the right to vary the Hire Rate in the event of increase in the cost of labour, materials or transport.
- Where possible the Company will look at moving your booking to another date if you need to cancel. Please see cancellations for further information.
- The Company reserve the right to cancel or suspend services as deemed necessary and without issuing advanced notice.
- It is not the policy of Caroline's Ltd to discriminate in any way against employees or customers regarding disability, gender, race, sexual orientation or religious beliefs.
- Caroline's Ltd accepts all major credit and debit cards.

EQUIPMENT HIRE

- All equipment remains the property of the Company, Caroline's Ltd.
- It is the responsibility of the Hirer to collect the Hire Goods from the Company and return them to the Company at the end of the Hire Period. If the Company agrees to deliver or collect the Hire Goods to and/or from the Hirer it will do so at its stated delivery cost dependent on area and such delivery and/or collection will form part of the Services. All delivery & collection times including weekend must be negotiated prior to the goods going out.



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- The Hirer or a representative must be present when the Hire Goods are delivered by the Company and the Hirer/representative must check & sign for delivery of all such Hire Goods.
- Loss or damage of any goods whilst on hire from point of delivery or collection from us, remain the sole responsibility of the Hirer. In the event of loss or damage, the customer will be charged the full replacement costs and these charges are payable on the due date of the invoice.
- If items are not returned on the date specified, between the times specified, a charge of £50 per day will be incurred, in addition to compensation for any business lost as a result of a late return, as calculated by Caroline's Ltd. If hire items are not returned within 5 days of the specified return date, it will be assumed that the items are lost and Caroline's Ltd terms relating to loss & damage of goods' (detailed above) will apply, regardless of whether they are returned at any point in the future.
- All charges are for a minimum of a 1–3 day hire this includes 1 day prior to the event and the following day after the event, unless the event takes place over a weekend. In which case the equipment must be returned on Monday immediately following. Terms for a longer period of hire are to be negotiated prior to collection/delivery.
- The Hirer shall return all crates and other storage boxes supplied by the Company. Failure to return these items to the Company will result in a charge for their full replacement value being made against the Hirer.
- Caroline's Ltd accepts no responsibility for any loss or injury caused by the use of any of the equipment.
- Wash up charge is included in the hire price; however, it is important that food is scraped from crockery and wherever possible cutlery is wiped clean.
- If damages and loss occur, Hirer will be charged the replacement cost per item. A full price list of each item is available on request.
- All prices are subject to the current rate of VAT.
- Travelling fees for delivery and/or collection of items by Caroline's Ltd will be charged at a rate of 0.60 per mile after 5 miles. Delivery and/or collection arrangements must be agreed with Caroline's Ltd prior to the event.

CANCELLATIONS

- Please note 50% of all bookings are non-refundable. This 50% is the deposit.
- If the Customer must postpone or change the event date, Caroline's Ltd will make every effort to accommodate the postponement or change and transfer the deposit to the new date, however, where this is not possible, any payments received towards the final balance in addition to the deposit will be refunded as follows...
 - 14 days or more prior to event – 100% of remaining balance.
 - Up to 10 days prior to event – 50% of remaining balance.
 - Up to 5 days prior to event – 25% of remaining balance.
 - Up to 48hrs prior to event – no refund
- The Company will NOT be held liable for any circumstances out of our control which result in postponement or cancellation.
- All cancellations must be confirmed in writing.

AFTERNOON TEA

- All allergy and dietary requirements must be submitted to the Company at the point of booking.



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- We do our best to cater to all disclosed allergy requirements at the time of booking. Caroline's Ltd cannot guarantee there is no cross-contamination.

HIRE AGREEMENT

- The equipment is hired by the Company to the Hirer for the Hire Period at the Hire Charge set out in the Hire Contract and the Hirer shall be a mere bailee of the equipment and no interest or title in the equipment shall pass to the Hirer. This agreement is personal to the Hirer and is not capable of assignment nor sub-hire nor may the Hirer part with possession of the Equipment.

SUPERVISION OF EQUIPMENT

- The Hirer agrees that The Company or its representatives reserve the right to remain on site 24 hours a day to oversee the Equipment at all times.
- The Hirer shall permit any person authorised by The Company at all reasonable times to enter upon the premises upon which the equipment is for the time being placed or kept for the purpose of inspecting and examining the condition of the equipment.

REPAIRS

- The Hirer shall not interfere with or adjust the Equipment in any way whatsoever and will not under any circumstances give any instructions for any repair to the Equipment or for the replacement of any parts unless such spares have been provided to it by the Company for that purpose and the Hirer shall immediately inform the Company in writing which so far as it is able shall repair or replace the Equipment.

DISPLAY/ PROMOTION BY CAROLINE'S LTD

- It is agreed that Caroline's Ltd may display and use videos and photographs from the event for their website, internet promotion, and any other relevant purposes. All videos and photographs are subject to be posted on all social networking sites for promotional purposes only.
- The Hirer is responsible for advising Caroline's Ltd of any photos or videos they do not wish to be publicised.

DISPLAY/ PROMOTION BY THE CLIENT AND OTHERS

- When items are provided on a hire only basis, Caroline's Ltd should only be credited within images/videos, or linked to social media posts, if agreed with the Company (in writing) prior to publishing or posting.

DATA PROTECTION

The following is a broad description of the way Caroline's Ltd processes personal information...



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- All information gained from the Hirer will never be given to any third parties for marketing purposes; Caroline's Ltd is responsible for all online transactions. *Please note: Information will be stored through our website supplier -Wix.
- Where this is necessary, we are required to comply with all aspects of the General Data Protection Act (GDPA).
- We process personal information to enable us, to maintain our accounts and records and to support and manage our resources. We also process information on the lawful basis of creating contracts. Examples might include providing quotes, as well as bookings and payment processes
- We will securely retain your information for up to six years after your booking, for reference and analytical purposes as well as tax purposes. Under the General Data Protection Act 2018, you have rights as an individual which you can exercise in relation to the information we hold about you, including the right to access your data, have any amendments made, have your data removed from our records and, where necessary, complain to the ICO if you think there is a problem with the way we are handling your data.

SAFETY

- If Caroline's Ltd deems the event to be unsafe, the Company reserves the right to halt all services. If the Hirer or additional parties cause the event to become unsafe, then the Hirer will pay any fees associated with this.

By accepting your quote you are agreeing to the Terms & Conditions set out in this document.